

DEPARTMENT OF THE ARMY
UNITED STATES ARMY ALASKA
Fort Richardson, Alaska 99505-5000

United States Army Alaska Regulation 690-10

31 August 2002

Civilian Personnel

Equal Employment Opportunity Alternative Dispute Resolution Program

Summary. This regulation covers MEDiate, the Equal Employment Opportunity (EEO) alternative dispute resolution program and process.

Applicability. This regulation applies to all Army civilian employees, former employees, and employment applicants in assigned and serviced activities financed by appropriated and nonappropriated funds with the United States Army Alaska (USARAK), including tenant civilities.

Supplementation. Supplementation of this regulation and establishment of local forms are prohibited without prior approval from the Equal Employment Opportunity (EEO) Office, Attention: APVR-REEO.

Interim changes. Interim changes to this regulation are not official unless the Director of Information Management authenticates them. Users will destroy interim changes on their expiration date unless sooner superseded or rescinded.

Suggested improvements. This regulation's proponent agency is the EEO Office. The EEO Office invites users to send comments and suggested improvements on Department of the Army (DA) Form 2028 (Recommended Changes to Publications and Blank Forms) directly to APVR-REEO.

1. Purpose

This regulation describes policies and procedures and establishes responsibilities for the USARAK EEO alternative dispute resolution program and process. The MEDiate program covers USARAK organizations, including serviced tenants. The MEDiate program objectives are to—

- a. Establish a process wherein involved parties can attempt to resolve EEO complaints themselves.
- b. Provide an environment that facilitates open communication.
- c. Permit impartial third party involvement after initiation of an EEO informal complaint or the filing of a formal complaint.
- d. Educate the parties about practical, problem-solving techniques.
- e. Effectively and efficiently manage employment disputes in the workplace.

2. References

- a. Required publication. Army Regulation (AR) 690-600 (Equal Employment Opportunity Discrimination Complaints) is a required publication. It is cited in paragraph 7.
- b. Related publications. Related publications are merely sources of additional information. The user does not have to read them understand this pamphlet.

(1) 29 Code of Federal Regulations 1614 (Federal Sector Equal Employment Opportunity).

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(2) EEO Commission Management Directive 110.

(3) Public Law 101-552 (Administrative Dispute Resolution Act of 1990).

c. Referenced form. Department of the Army (DA) Form 2028 (Recommended Changes to Publications and Blank Forms) is a referenced form. It is cited in the suggested improvements statement.

3. Explanation of abbreviations

- a. appappendix
- b. ARArmy Regulation
- c. CATSComplaint Action Tracking System
- d. DADepartment of the Army
- e. EEOEqual Employment Opportunity
- f. USARAK.....United States Army Alaska

4. Responsibilities

a. The garrison commander—

(1) Promotes the MEDIATE program process.

(2) Provides necessary resources to support the MEDIATE program.

(3) Delegates responsibility for identification of the resolution official to commanders and primary staff/directors.

(4) Evaluates the MEDIATE program annually.

b. The EEO officer—

(1) Administers the MEDIATE program.

(2) Consults with staff judge advocate and civilian personnel advisory center/civilian personnel operations centers staff and/or management officials, as necessary.

(3) Ensures that appropriate training is provided in support of the MEDIATE program.

(4) Assigns EEO counselors for inquiry when necessary.

(5) Provides guidance to and supervises EEO counselors.

(6) Determines if the aggrieved will be offered MEDIATE.

(7) Coordinates, as appropriate, to identify the resolution official.

(8) Offers participation in MEDIATE to aggrieved person.

(9) Selects a mediator acceptable to both parties.

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(10) Provides administrative support to the mediator.

(11) Coordinates signed settlement agreements with appropriate staff and/or management officials, as necessary.

(12) If resolution is not reached through mediation, issues the aggrieved a notice indicating that the complaint will resume processing at the point processing ceased when mediation was elected.

(13) Ensures that all complaint transactions, including complaints processed under MEDIATE, are input into the Army's Complaint Action Tracking System (CATS).

c. The EEO counselor—

(1) Conducts the precomplaint counseling inquiry, provides the aggrieved with a notice of rights and responsibilities letter and information on USARAK's MEDIATE program.

(2) Prepares the Initial MEDIATE Report (see app A), forwards it to the EEO office, and coordinates with the EEO officer to ascertain if MEDIATE will be offered.

(3) If MEDIATE is utilized, ceases precomplaint counseling, prepares an EEO counselor report, and submits it to the EEO officer.

(4) If MEDIATE is not used, continues with traditional EEO counseling. If no resolution is reached, conducts a final interview and issues the notice of right to file a discrimination complaint.

(5) Prepares the EEO counselor report and submits it to the EEO officer.

d. The commander and primary staff/directors—

(1) Promote(s) the MEDIATE program process.

(2) Provide(s) necessary resources to support the MEDIATE program when it is used in their organization.

(3) Coordinate(s) with the EEO officer to identify and assign the resolution official who will participate in the MEDIATE process.

e. The civilian personnel advisory center representative—

(1) Provides civilian personnel information to the EEO officer and/or counselor, the resolution official, and the mediator, as needed.

(2) Coordinates, if appropriate, on signed, settlement agreements.

f. The labor counselor—

(1) Provides advice to the resolution official and the mediator, as required.

(2) Reviews all negotiated, settlement agreements before signatures.

g. The mediator—

(1) Reviews the Initial MEDIATE Report (see app A).

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- (2) Coordinates the logistics and required resources with the EEO officer.
- (3) Describes the mediation process to participants.
- (4) Conducts mediation sessions.
- (5) Coordinates settlement agreements with participating parties.
- (6) Briefs the EEO officer on the settlement agreement or notifies the EEO officer of no settlement and terminates the mediation process.

h. The resolution official—

- (1) Will be identified to the EEO officer, in writing, by the commander or primary staff/director, as the individual with authority to sign settlement agreements.
- (2) Participates in good faith in mediation.
- (3) Cooperates in settlement efforts.
- (4) Signs settlement agreements, as appropriate.

i. The aggrieved person—

- (1) Participates in good faith in mediation.
- (2) Cooperates in settlement efforts.
- (3) Signs settlement agreement, as appropriate.

5. Policy

USARAK policy is to use MEDIATE as a means to resolve EEO informal and/or formal complaints at the earliest opportunity in the EEO-complaint-processing system.

6. Alternative dispute resolution process

a. Alternative dispute resolution is a term used to describe a variety of approaches to resolving conflict rather than traditional adjudicatory or adversarial methods. The approach used in the MEDIATE program is mediation. Mediation is the intervention in a dispute or negotiation of an acceptable, impartial, and neutral third party who has no authoritative, decision-making power, but is present to assist the concerned parties to voluntarily reach their own mutually acceptable settlement of the issues in dispute. Mediators must have successfully completed mediation training and may be from another Federal agency or the private sector. To maintain the third party neutrality feature of this process, the mediator should not be from the same post. Mediators shall have no official, financial, or personal conflict of interest with respect to issues in controversy, unless such interest is fully disclosed in writing to all parties and all parties agree that the mediator may serve.

b. Participation in MEDIATE will be voluntary for the aggrieved employee and mandatory for the designated, resolution official.

c. To avoid the appearance of a conflict of interest in MEDIATE, no person may mediate a precomplaint if they were previously involved in the processing of that precomplaint.

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d. Mediators will proceed expeditiously to conduct mediation. Mediators assigned to a case will inform the aggrieved person and the resolution official about how the mediation effort will proceed, including procedures and schedules. Mediators should normally complete mediations in 1 calendar day. To promote confidentiality in the mediation process, no written records or transcripts of the proceedings are kept. Mediators will decide on which participants will be present in a particular session.

e. All participants will provide assistance to assigned mediators to enable mediation to proceed. Mediators manage all the mediation sessions and have the authority to terminate mediation at any time, if deemed necessary.

f. Designated representatives may represent the parties during the process. However, the respective parties, that is, the aggrieved person and the resolution official, are encouraged to speak for themselves to facilitate communication and settlement.

g. Mediation requires the voluntary participation of the aggrieved person. The aggrieved person may terminate the mediation process, with or without settlement, at any time.

7. Procedures

a. The EEO counselor will initiate a traditional precomplaint inquiry per 29 Code of Federal Regulations 1614 and AR 690-600 and provide the following information to the aggrieved person:

- (1) Notice of rights and responsibilities, which includes MEDIATE information.
- (2) Waiver of anonymity.
- (3) Right to representation.
- (4) MEDIATE information leaflet.

b. On the 14th calendar day following initiation of the precomplaint process, the EEO counselor will complete an initial interview, orally brief the EEO officer, and provide the Initial MEDIATE Report. (See app A.)

c. By the 17th calendar day following the initiation of the precomplaint processing, the EEO officer will determine, on a case-by-case basis, if the complaint should be mediated. There are very few reasons for not offering participation in the MEDIATE program. They include allegations of class discrimination, nonemployee or applicant for employment with USARAK, or a matter that has been decided by DA, the EEO commission, or a United States court. (See app B.)

d. If the EEO officer decides to extend an offer to the aggrieved to participate in MEDIATE, the written offer will be provided by the 20th calendar day following initiation of precomplaint counseling. (See app C.) The aggrieved person may accept the offer to participate in MEDIATE and extend counseling for an additional 60 calendar days by signing the Agreement to Participate in MEDIATE (see app C) and returning it to the EEO officer within 3 calendar days from their receipt of the offer. If MEDIATE is not accepted, the EEO counselor will continue traditional EEO counseling, conduct the final interview by issuing the notice of right to file an EEO complaint, and prepare an EEO counselor report.

e. When the offer of MEDIATE is accepted, the EEO officer will—

- (1) Select a mediator within 7 calendar days from the date MEDIATE is offered.
- (2) Coordinate with commander or primary staff/director for identification, in writing, of the resolution official. (See app D.)

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f. Upon selection of the mediator, the EEO officer will provide the mediator the Initial MEDiate Report. The EEO officer and the mediator will schedule the mediation as soon as possible. The EEO officer will provide administrative support. The mediator must conclude the mediation within the referenced additional 60 calendar days. If any issues are not settled, the EEO officer will issue the notice of right to file to the aggrieved person.

g. When MEDiate is not offered, the EEO office will complete the MEDiate Consideration Report and indicate the reason(s) for not offering mediation. (See app B.)

h. The mediation will be concluded when one of the following occurs:

- (1) Written withdrawal of the complaint.
- (2) Signing of a settlement agreement.
- (3) Settlement agreement is not reached.
- (4) Termination of mediation by the aggrieved.

i. Per AR 690-600, the EEO officer will ensure the terms of the settlement agreement are carried out. If there is no settlement agreement, a notice of right to file will be issued by the EEO officer. The EEO officer will ensure that complaint processing will continue per 29 Code of Federal Regulations 1614 and AR 690-600.

j. When agreement is reached, it will be reduced to writing. The labor counselor will review the agreement, and when the agreement involves personnel issues/actions, a civilian personnel advisory center representative. Once the review is complete, the agreement will be finalized and signed by involved parties.

k. If a regulatory or legal provision precludes effecting a term of the agreement, the mediator or the EEO officer will be responsible for meeting with all appropriate parties to renegotiate that part of the agreement.

8. Mediation—additional information

a. The EEO officer will select a mediator. Since a mediator is a neutral third party who assists parties in reaching a mutually satisfactory, dispute resolution, no person may serve as a mediator if that person has a personal or official-duty relationship with either party.

b. The aggrieved has the right to have an attorney present throughout the alternate dispute resolution process.

c. Statements made during mediation are privileged and confidential and may not be subpoenaed or used in any way in connection with any subsequent proceedings between the parties. Further, the parties agree not to subpoena the mediator or request the mediator as a witness in any subsequent proceedings between the parties. (See app C.)

d. Nothing that is said or done during attempts to resolve the complaint through alternate dispute resolution can be the subject of an EEO complaint. The decision of the EEO officer not to offer MEDiate cannot be made the subject of an EEO complaint.

e. When there are unresolved issues following mediation, the mediator and the aggrieved person will complete the Unresolved Issues after Mediation Report. (See app E.) The mediator will brief the EEO officer regarding the issues on which no settlement was reached.

9. Reports and evaluations

a. The EEO officer will prepare an individual MEDIANTE Results Report (see app F) and a MEDIANTE Evaluation by EEO Officer (see app G) on each case that goes to mediation.

b. The EEO officer will request each participant, i.e., the aggrieved person, the aggrieved's representative, a management official, a principal agency witness(es), and the resolution official complete a MEDIANTE Evaluation Report by Participant. (See app H.)

c. The EEO officer will request the mediator prepare a MEDIANTE Evaluation Report by Mediator. (See app I.)

d. The EEO officer will prepare the MEDIANTE Evaluation Report by EEO Officer (see app G) annually, at the end of each fiscal year. The report will be submitted to the USARAK garrison commander, the United States Army Pacific Command EEO director, and the DA EEO agency for evaluation.

10. Appendixes

a. Appendix A—Initial MEDIANTE Report. The EEO counselor and/or the EEO officer complete this report to record relevant information on the initiation of the mediation process.

b. Appendix B—MEDIANTE Consideration Report. The EEO officer completes this report when MEDIANTE is not offered to record reasons for his/her determination.

c. Appendix C—Agreement to Participate in MEDIANTE. The aggrieved person indicates his/her acceptance of the offer to participate in MEDIANTE by signing this agreement and returning it to the EEO officer within the required time limit.

d. Appendix D—Appointment as Resolution Official. The EEO officer coordinates completion of this memorandum for the appropriate commander, director, or office head to identify the individual who will serve as the resolution official.

e. Appendix E—Unresolved Issues after MEDIANTE. The mediator and the aggrieved person coordinate completion of this report to describe alleged, discriminatory action and/or issues that were not resolved during mediation.

f. Appendix F—MEDIANTE Results Report. The EEO officer prepares this report on each case that goes to mediation.

g. Appendix G—MEDIANTE Evaluation by Equal Employment Opportunity Officer. The EEO officer completes this report to evaluate each case that goes to mediation.

h. Appendix H—MEDIANTE Evaluation by Participant. The EEO officer requests each MEDIANTE participant, i.e., aggrieved, aggrieved's representative, management official, principal agency witness(es), and resolution official complete an evaluation after their participation in MEDIANTE.

i. Appendix I—MEDIANTE Evaluation by Mediator. The EEO officer requests the mediator complete this evaluation of the MEDIANTE experience.

j. Appendix J—Annual United States Army Alaska MEDIANTE Report. The USARAK commanding general, or designee, is responsible for evaluating the MEDIANTE program. As a result, this report will be prepared by the EEO officer annually (as of 30 September) and submitted to the commanding general and higher headquarters, as appropriate.

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NOTE: All MEDIATE reports, evaluations, and memorandums are to be retained in the operating EEO office files for annual reporting purposes (reference to app J).

FOR THE COMMANDER:

OFFICIAL:


JAMES E. RISELEY
LTC, SC
Director of Information Management

RICHARD C. NICKERSON
COL, GS
Chief of Staff

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Attention: Mr. Mauer)

1 - Commander, United States Army Pacific Command, Attention: APIM-OIR
Fort Shafter, Hawaii 96858-5100

Appendix A
Initial Mediate Report

Initial Mediate Report

1. Installation: _____

2. Aggrieved Person: _____
(Last name, first name, middle initial)

3. Position: _____
(Title and pay plan, series, grade)

4. Organization (include command/directorate/division/office symbol/geographic location):

5. Work Telephone Number: _____ E-mail Address: _____

6. Representative's Name/Telephone Number: _____

7. Basis for Alleged Discrimination (specify all alleged bases):

Race _____	Age _____	Disability (physical/mental condition) _____
Color _____	Religion _____	National Origin _____
Sex _____	Reprisal _____	Sexual Harassment _____

8. Issue(s) (if more space is needed, continue on bond paper): _____

9. Relief Requested: _____

EEO Counselor: _____
(Signature and date)

EEO Officer: _____
(Signature and date)

Appendix B
MEDIATE Consideration Report

MEDIATE Consideration Report

In the case of _____

The EEO Officer considered offering mediation, but determined that the precomplaint matter(s) (is) (are) not subject to mediation for the reason cited below.

Reasons for Not Offering Mediation

Mandatory:

- _____ The precomplaint concerns an allegation of class discrimination.
- _____ The aggrieved person is a nonemployee applicant for employment with USARAK or a service tenant activity.
- _____ The precomplaint concerns a matter that has been decided by DA, the EEO Commission, or a United States Court.

Discretionary:

- _____ The aggrieved person is geographically removed from the organization and this imposes unusual resource constraints.
- _____ Other. Record rationale on the reverse side of this report.

EEO Officer: _____
(Signature and date)

Aggrieved: _____
(Signature and date)

Appendix C
Agreement to Participate in MEDIATE

Agreement to Participate in MEDIATE

1. I accept the offer to participate in the MEDIATE Program. _____ (initial if accepted)

This is an agreement, by the parties signing below, to participate in mediation and extend counseling for an additional 60 calendar days.

The parties understand that participation in mediation is voluntary for the aggrieved person and mandatory for the designated resolution official. The aggrieved person may terminate mediation at any time.

The parties further understand that the mediator has no authority to make decisions on issues raised nor act as an advocate or attorney for either party. The aggrieved person has the right to representation during the EEO process and may be accompanied by an attorney through the alternate, dispute-resolution process.

Each party agrees not to subpoena or request as a witness any mediator, or request or use as evidence any materials prepared by the mediator for use during mediation with the exception of the signed settlement agreement. The mediator will never voluntarily serve as a witness or testify on behalf of either party.

If there are issues that have not been settled at the close of mediation, the mediator and the aggrieved person will document these issues in writing during the final mediation session. The aggrieved person understands that he/she has the right to pursue these issues through the discrimination complaint process. If applicable, the aggrieved person will be provided the Notice of Right to File a Discrimination Complaint upon termination of the mediation process or no later than the 60th day of extended counseling, whichever comes first.

The parties understand and stipulate that the terms of this agreement are confidential except for the limited purpose of implementation and enforcement of the agreement.

2. I decline the offer to participate in MEDIATE Program. _____ (initial if declined)

Aggrieved Person

Printed name: _____

Signature: _____

Date: _____

Resolution Official

Printed name: _____

Signature: _____

Date: _____

Appendix D
Appointment of Resolution Official

(use letterhead)

APVR-REEO

Date

MEMORANDUM FOR (Name of Individual)

SUBJECT: Appointment as Resolution Official-Allegation of Discrimination
CATS Number _____

1. Per the USARAK MEDIATE Program, you are hereby appointed to serve as the Resolution Official in the mediation session of subject complaint.
2. _____ (Insert name) _____, your responsibilities as Resolution Official are to participate with an open mind and in good faith in the mediation process and to cooperate with the mediator and the aggrieved person in settlement efforts.
3. The mediator will determine the persons and documents necessary for the mediation session and coordinate settlement efforts among the interested parties. If there is a mutually acceptable resolution of the dispute(s), you have full authority to sign a settlement agreement without seeking further approval from me. Any settlement offers **must** be coordinated and approved by the USARAK Labor Counselor before signature.
4. POC for specific information about this assignment is the USARAK EEO Manager, Sandra Martinez, who can be reached at 384-2034 or sandra.martinez@richardson.army.mil.

Commander, primary staff/director

Appendix E
Unresolved Issues after MEDIATE

Unresolved Issues after MEDIATE

Name: _____ CATS Number: _____

Describe the alleged discriminatory action(s)/issue(s) not resolved during mediation: _____

Privacy Act Statement

AUTHORITY. Federal Sector Equal Employment Opportunity, 10 United States Code 3013(g) and 42 United States Code 2000e(a) and (b).

PURPOSE AND USE. The purpose of this report is to provide information concerning unresolved issues remaining after completion of the mediation process. The report will be used by the EEO Officer to analyze the types of issues, if any, that mediation has not been able to resolve and/or for information purposes should you decide to pursue the issues further in the administrative, discrimination-complaint system.

DISCLOSURE. Personal information provided on this report is given voluntarily. Failure to provide this information, however, may result in the report being completed from other available sources without your participation.

ROUTINE USES. Information may be shared with law enforcement agencies if the information in this document indicates a violation or potential violation of law, with a congressional office in response to an inquiry made at your request, with foreign law enforcement, security, investigatory, or administrative authorities in order to comply with requirements imposed by international agreements, with the Office of Personnel Management to carry out its legally authorized personnel management functions and studies, with any component of the Department of Justice for the purpose of representing the Department of Defense, or any officer, employee, or member of the Department in pending or potential litigation, and with the Merit Systems Protection Board, including the Office of the Special Counsel for the purpose of litigation, administrative proceedings, and appeals.

Mediator: _____
(Signature and date)

Aggrieved Person: _____
(Signature and date)

Appendix F
MEDIATE Results Report

MEDIATE Results Report

1. Installation: _____

2. Name of Aggrieved: _____

3. Date Mediation Accepted: _____ Started: _____ Completed: _____

4. Basis and Issue(s) (brief description): _____

5. Total Costs: \$ _____

Counseling Costs: \$ _____ Mediation Costs: \$ _____ Settlement Costs: \$ _____

(Counseling inquiry costs include counselor, aggrieved person, witnesses, and management officials' salaries per time spent in process. Mediation costs include the mediator's salary and time spent in mediation with aggrieved, management officials, and other required persons plus the cost of the aggrieved person's and resolution official's salaries. Settlement costs are all monetary costs directly related to the terms and conditions for settling the complaint; e.g., back pay, restored leave, promotion, training, temporary duty, etc.)

6. Results: _____

7. Remarks: _____

8. Name of EEO Counselor: _____

9. Name of Mediator: _____

EEO Officer _____

(Signature and date)

7. Outcome/Remarks (briefly state outcome of the mediation process to include recommendations, if any, for preventive action, lessons learned, etc.): _____

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins or other markings on the paper.

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Appendix H
MEDIATE Evaluation Report by Participant

MEDIATE Evaluation by Participant

The USARAK EEO Office is interested in your comments/observations about the mediation process in which you have just participated. Your completion of this questionnaire will assist us in evaluating how well the program works and help us identify areas where the program can be improved.

THANK YOU FOR YOUR ASSISTANCE!

1. Overall, how satisfied were you with the mediation? (Mark one)

Extremely Satisfied Highly Satisfied Satisfied Slightly Dissatisfied Dissatisfied

Explain: _____

2. Was the mediation process clearly explained to you? (Please check one) _____ Yes _____ No

3. Would you use MEDIATE again to resolve a dispute? (Please check one) _____ Yes _____ No

Explain: _____

4. Would you recommend MEDIATE to others? (Please check one) _____ Yes _____ No

Explain: _____

5. Additional Comments: _____

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6. What was your role in MEDIATE? (please check one):

_____ Aggrieved Person

_____ Aggrieved Person's Representative

_____ Management Official

_____ Principal Agency Witness

_____ Resolution Official

Appendix I
MEDIATE Evaluation Report by Mediator

MEDIATE Evaluation by Mediator

The USARAK EEO Office is interested in your comments/observations about the mediation process in which you have just participated. Completion of this evaluation will assist us greatly in evaluating how well the program works and to identify areas where the program can be improved.

THANK YOU FOR YOUR ASSISTANCE!

1. Overall, how satisfied were you with the mediation? (mark one)

Extremely Satisfied Highly Satisfied Satisfied Slightly Dissatisfied Dissatisfied

Explain: _____

2. Were you satisfied with the logistical support provided? _____ Yes _____ No

Explain: _____

3. Were you satisfied with the administrative support provided? _____ Yes _____ No

Explain: _____

4. Were you satisfied with management's participation in the process? _____ Yes _____ No

Explain: _____

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5. What recommendations would you make to improve USARAK's MEDiate Program?

6. Additional comments:

Mediator: _____

(Signature and date)

Appendix J
Annual United States Army Alaska MEDiate Report

Annual USARAK MEDiate Report

1. Installation/Command: _____

2. Number of Complaint Cases Mediated: _____

3. Types of Alleged Discriminatory Actions Mediated:

a. Total by Basis: _____

(1) Race: _____ (5) Religion: _____
 American Indian/Alaska Native _____ Black _____
 White _____ Asian/Pacific Islander _____ Other _____

(2) Color: _____ (6) Age: _____

(3) National Origin: _____ (7) Disability: Physical _____ Mental _____

(4) Sex: Male _____ Female _____ (8) Reprisal: _____

b. Total by Issue: _____

Appointment _____	Exam/Test _____
Promotion _____	Work Conditions _____
Reassignment _____	Harassment _____
Separation/Termination _____	Sexual Harassment _____
Suspension _____	Reprisal _____
Reprimand _____	Pay, including Overtime _____
Evaluation/Appraisal _____	Conversion to Full Time _____
Duty Hours _____	Training _____
Reinstatement _____	Time and Attendance _____
Awards _____	Retirement _____
Assignment of Duties _____	And/or Other (specify) _____

4. Total Costs: \$ _____

Counseling: \$ _____ Mediation: \$ _____ Settlement: \$ _____

5. MEDiate Performance Review: _____

a. Total number of precomplaints: _____
 with MEDiate: _____ without MEDiate: _____

b. Average day per counseling: _____
 with MEDiate: _____ without MEDiate: _____

c. Total number precomplaint settlements/resolutions: _____
 with MEDiate: _____ without MEDiate: _____

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- d. Overall precomplaint resolution rate: _____
with MEDiate: _____ without MEDiate: _____
- e. Total number of formal complaints filed: _____
with MEDiate: _____ without MEDiate: _____
- f. Average days per formal complaint: _____
with MEDiate: _____ without MEDiate: _____
- g. Total number formal complaint settlements/resolutions: _____
with MEDiate: _____ without MEDiate: _____
- h. Overall formal complaint resolution rate: _____
with MEDiate: _____ without MEDiate: _____

EEO Officer: _____
(Signature and date)